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IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Patent Application

Inventor(s) Frederick M. Burg et al.

RECEIVED

Case 113571

Conf. No. 4560

SEP 29 2003

Serial No. 09/428,363

Group Art Unit 2154

Technology Center 2100

Filing Date October 27, 1999

Examiner K. S. Lin

Title **Delivery of Call Queue Messages for Calls Launched from the Internet**

COMMISSIONER OF PATENTS
WASHINGTON, D.C. 20231

SIR:

AMENDMENT

In response to the Office action dated March 18, 2003 (application Paper No. 8), please amend the above-identified application as follows: